



CASE STUDY: L&L HAWAIIAN BARBECUE

How Clover allows L&L Hawaiian Barbecue to scale operations

What began as a small neighborhood shop nearly 75 years ago, Hawaii-based L&L Hawaiian Barbecue today delivers comforting plate lunches to communities across the country. Founded and headquartered in Honolulu, the franchise has grown to 230 locations in 17 states, built by entrepreneurs who want to bring the flavors of Hawai'i and the spirit of aloha to their neighborhoods.

When CEO Elisia Flores stepped into her role in 2020, she saw a system powered by heart, hustle, and strong local operators. But it needed more consistency to support the next stage of growth. Locations had developed through the typical entrepreneurial path: using a resourceful, fast-moving approach that sometimes felt held together with what Flores described as "duct tape and glue," a reality many growing restaurant brands recognize. As the brand continued to expand, Flores knew franchisees needed a scalable solution that was reliable, easy to learn, and affordable. Clover offered the stability and flexibility she sought.

"We were founded by entrepreneurs and are a network of real entrepreneurs whose American dream is to own their own business," Flores said. "However, we had no consistent process and no standard point of sale solution (POS). When we partnered with Clover, we received the visibility needed to drive better efficiencies and help our franchisees succeed."

Today, Clover provides the operational foundation for hundreds of L&L Hawaiian Barbecue locations touching over half of the U.S., helping franchisees focus on serving guests rather than wrestling with technology.

Flores values technology that "stays out of the franchisee's way," and Clover fits that philosophy. It gives owners what they need without unnecessary complexity – a practical advantage in a restaurant environment where



The Challenge

L&L Hawaiian Barbecue needed to move from a patchwork of legacy systems to a single, modern POS that was easy for franchisees to learn, scalable for rapid openings, and affordable for operators navigating tightening restaurant margins.

The Solution

Clover delivered a flexible, cloud-based system with optional apps for labor management and inventory, strong value for operators, and the backing of a stable company that provided assurance in a shifting tech landscape. It also integrated smoothly with L&L's custom loyalty program, supporting consistent guest experiences across locations.

The Result

With Clover, L&L gains operational consistency across hundreds of stores, faster onboarding for new locations, and improved visibility into systemwide reporting – all supported by reliable service from both Clover and Fiserv teams.

The Clover Difference

Allows consistent onboarding of 10-15 new locations each year.



margins have compressed and add-ons often promise more than they deliver, especially in the restaurant industry. She appreciates that franchisees can personalize their system when they want, but L&L still maintains the cohesion of a standardized platform.

As the brand continues opening 10–15 new stores each year, sometimes in as little as a month, Clover’s ease of setup and training helps L&L Hawaiian Barbecue meet the moment. Flores also notes the peace of mind that comes from choosing a partner built for longevity. With so many new POS and AI-labeled tools flooding the market, she’s grateful L&L chose a system she trusts will be around for the long term – avoiding costly and disruptive replacements.

“Clover is a strong, well-known system, with a strong company [Fiserv] behind it,” Flores said. “It’s great to know we have a partner that will continue to evolve with our business as we grow.” All while supporting L&L Hawaiian Barbecue’s mission of serving Hawai’i’s plate lunch, with aloha, in communities across the country.

For more information,
please contact your business consultant.

Why L&L Hawaiian Barbecue Loves Clover

- ➔ Gave visibility needed to help franchisees succeed
- ➔ Provides the operational foundation for hundreds of their locations
- ➔ Clover gives owners what they need without unnecessary complexity
- ➔ “It’s great to know we have a partner that will continue to evolve with our business as we grow.”



Name: L&L Hawaiian Barbecue

Website: hawaiianbarbecue.com

Location: Hawaii-based; 230 U.S. locations

Business type: Quick-service, casual franchise

Clover merchant since: 2020